Electronic Official Personnel Folder (eOPF)

Frequently Asked Questions

1. **What is the eOPF?**

   The Electronic Official Personnel Folder (eOPF) is a Commercial Off the Shelf (COTS) solution to manage and administer the DOC Office of the Secretary and NOAA Workforce Management Office (WFMO) Official Personnel Folder process. The eOPF was developed by Integic Corporation for OPM using their e.POWER software.

   The eOPF allows each employee to have an electronic personnel folder instead of a paper file. Some of the features of the system include:
   - Provides immediate access to OPF forms and information for a geographically dispersed workforce
   - Delivers an e-mail notification to the employee when a document is added to the eOPF
   - Supports a multi-level secure environment, with security rules for vital information
   - Eliminates loss of employee's official personnel files in filing and routing
   - Reduces costs associated with storage, maintenance, and retrieval of records
   - Provides for electronic transfer of human resources data
   - Integrates and complements agency human resource information systems capabilities
   - Complies with OPM and federally mandated HR employee record management regulations
   - Includes an optional Emergency Contact Information page

2. **What process will be used to import documents into the eOPFs?**

   Initially, a backfile conversion effort will image and index all current OPFs. New SF-52s/50s will be processed through an electronic interface with NFC. Additional forms that are not electronic will be scanned into the system and indexed.

3. **Who will input documents into the eOPFs?**

   Documents in the paper OPFs will be scanned into eOPF by a private contractor during the backfile conversion process. All new personnel actions will flow directly from the National Finance Center (NFC) database into eOPF. Other documents, such as application packages and beneficiary forms, will be manually scanned into eOPF by the WFMO staff.

4. **What will happen to the existing paper OPFs?**

   NOAA will retain the historical paper files in a secure location until a decision is made by OPM regarding their disposition.

5. **What protections will be in place to ensure security of online data?**

   The eOPF system security is similar to that of NFC Employee Personal Page (EPP) and the Thrift Savings Plan (TSP) sites. The system is hosted on a secure server and users connect via the internet using a web browser with Secure Sockets Layer (SSL) technology. Each user is issued an account and a password in order to gain access. User group roles are established so that, for example, an Investigator can view only certain folders for a specified period of time. HR Specialists and Assistants are granted access only to those employees in

their service areas. The eOPF System Administrator establishes all WFMO and other user accounts.

6. **Who will have access to the eOPFs?**

WFMO staff will have access to employees that they service and employees see only their own information. The eOPF is designed so that the viewing of individual documents can be restricted. Additionally, a complete audit trail is recorded each time a folder is accessed.

7. **Who processes removal of documents, i.e. to implement a settlement agreement involving removal of SF-50s?**

WFMO specialists are the only users that may amend, add or delete documents from the eOPF.

8. **Do I need an e-mail address in order to access my eOPF?**

Although the eOPF can be accessed without an e-mail address, employees who have one will receive an e-mail notice when a document is added to their eOPF and when their password is initially set or is reissued.

9. **What information will be included in the e-mail notification?**

The e-mail notification sent to the employee when a document is added will contain only basic information about the document, such as form number, type of action, and effective date.

10. **How do I make sure that the system has my current e-mail address?**

When employees receive a password, they will be asked to access the system and verify the e-mail address. Employees are encouraged to use their DOC or NOAA issued e-mail address, although any e-mail address may be entered into the system.

11. **What if I don't have a DOC or NOAA issued e-mail address?**

Employees may enter any e-mail address into the system. There are several companies, such as Hotmail and Yahoo, which offer free e-mail service.

12. **Will employees be notified when items are removed from their eOPF? i.e. letters of reprimand, SF-50s?**

The removal of documents, such as the expiration of a Letter of Reprimand or a Cancellation SF-50 will not generate notifications. However, any subsequent or corresponding new action will generate a notification.

13. **What type of data back-up is conducted?**

Business rules require nightly incremental backups, which include all new documents and any related information added on a given day. Full system-wide backups will occur weekly. The hosting vendor will perform complete off-site storage of the entire data repository on a monthly basis.

14. **Will employees be notified if someone else looks at their eOPF?**

No. E-mail notification occurs only when a new document is added to the eOPF. However, a complete audit trail is recorded each time a document is accessed by any user.

15. How will I receive training on the system?

The eOPF, like other web-based systems, is rather intuitive. However, the system features a detailed Help section. For step-by-step training, NOAA has posted an **Introduction to eOPF** slide show on the WFMO web site, **http://www.wfm.noaa.gov/eopfhome.html.**

16. What if I forget my user name or my password?

If you forget your username, you will need to contact the eOPF Help Desk at 800-275-8193. If you forget your password, you can request a new one from the eOPF logon screen by clicking on "**Forgot your password**?".

17. Is it mandatory to complete the Emergency Contact Information?

Employees will be able to enter information regarding whom to contact in an emergency on the Emergency Contact Information page. Entering this data is entirely voluntary and it will be up to the employee to keep it accurate. Only the employee and the WFMO staff can access this information from eOPF.

18. I can view my address information on the Emergency Contact page, but I can't change it. Why not?

The home address information for each employee comes directly from the payroll system. If you wish to change this information, you need to access EPP at https://www.nfc.usda.gov/personal/index2.asp and change your Home Address.

19. Will this system include other documents that are not a part of the OPF?

With the eOPF, we will be able to create "virtual" sides in which we can store other HR documents, such as training or performance appraisals. No decision has been made on what other forms, outside those in the OPF, will be stored. Access to other forms will be restricted based on current DOC and NOAA policies.

20. Why are there documents in my eOPF dated 01/01/1901?

During the file conversion/backscanning process, some documents that contained illegible identifying information and/or dates, were indexed as "Other" with a default effective date of 01/01/1901. If you have questions about any of these documents in your eOPF, please contact your servicing WFMO.

21. When I leave NOAA, will I have access to my eOPF?

If you are planning to leave NOAA, you should change your e-mail address in eOPF to an active address. This will ensure that you receive e-mail notification when documents are filed in your eOPF after you have separated.

22. Is there a Help feature for eOPF?

eOPF has an online Help function that you can reach by clicking on the word "Help" at the top of most pages within the web site. The instructions in the Help feature can be printed out if you wish to do so. If you are having technical problems, please contact the eOPF Help Desk at EOPF.helpdesk@usda.gov . Include the following information:

1. Name
2. Organization (DOC/NOAA)

3. Phone/email contact information
4. Description of problem

If you have questions on the content of your eOPF, please refer to the WFMO eOPF Contacts listing on the WFMO eOPF web site, http://www.wfm.noaa.gov/eopf_contacts.html .

23. Some of my documents seem like duplicates. For example, there are two SF-50's with the Nature of Action, Career-Conditional Appointment.   Are these duplicate documents?

In some cases, there are two pages due to a continuation of remarks for a personnel action.

24. There are documents in my eOPF that belong to someone else. What should I do?

The eOPF system is implemented in accordance with the Privacy Act of 1974 to safeguard employee records from unauthorized use. However, as hard as we try, sometimes information is erroneously stored. In the event you find documents in our eOPF that do not belong to you, you **must** notify your WFMO contact immediately so corrective measures can be taken. Anyone who knowingly and willfully discloses personal information pertaining to other individuals, in any manner, to any person or agency not entitled to receive it, may be found guilty of a misdemeanor and fined.